

TRANSPORT FOR LONDON

RAIL AND UNDERGROUND PANEL

**SUBJECT: OVERGROUND – YEAR 1**

**DATE: 26 FEBRUARY 2009**

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**1 PURPOSE AND DECISION REQUIRED**

- 1.1 The purpose of this report is to give a presentation of achievements after one full year of operation of the London Overground Concession. The Panel is requested to note the report.

**2 BACKGROUND**

- 2.1 In November 2007 management and operational responsibility for the former Silverlink Metro Services transferred to TfL and now form part of the Overground network, and as such are exempt from the DfT franchising regime.

- 2.2 The Overground is currently made up of the following lines:

- (a) London Euston to Watford Junction (local services) (known as the DC);
- (b) Richmond to Stratford via Willesden Junction (known as the North London Line);
- (c) Willesden Junction to Clapham Junction via Kensington Olympia (known as the West London Line); and
- (d) Gospel Oak to Barking (known as the GOB).

The remainder of the network will consist of the previous London Underground East London Line extended south to West Croydon and Crystal Palace and north to Highbury & Islington, due to be introduced in 2010 and 2011 respectively.

- 2.3 London Rail appointed MTR Laing on 19 June 2007 as the successful bidder for the Overground Concession and a Concession Agreement was signed on 2 July 2007. MTR Laing was a joint venture between Laing Rail who, at the time, operated the Chiltern Railways franchise and MTR Corporation Limited, who operate rail and metro services in Hong Kong. In January 2008, Laing Rail was bought by the German national rail operator Deutsche Bahn, whose trading name in this context is DB Regio UK Limited. The Overground Concession is operated under the name of London Overground Rail Operations Limited (LOROL). The Concession Agreement will terminate on 2014 or be extended to 2016 depending on performance related circumstances at the time. The Concession Agreement specifies obligations and incentives to meet service levels and quality standards.

### **3 OVERGROUND – YEAR 1**

#### **3.1 Stations (managed by LOROL)**

- (a) All stations are staffed from start to end of services.
- (b) Roll out of staff uniforms was completed at start of January 2008.
- (c) All stations have received a deep clean.
- (d) Oyster PAYG has been introduced on the network.
- (e) All stations have received the Secure Station Accreditation.

#### **3.2 Rolling stock**

- (a) All legacy rolling stock was 'refreshed' by May 2008.
- (b) All CI 313 and CI 150 have had some seats removed to increase capacity.
- (c) Improvement in fleet reliability materialised in reduction in train cancellations.

#### **3.3 Management**

- (a) The LOROL Control Office was successfully moved to Overground House (LOROL's HQ), retaining good relationship with Network Rail East Anglia Control.
- (b) A new Training Centre has been created at Overground House.
- (c) The performance management software Compass has been successfully introduced to provide a log of events and performance data to all parties (LOROL, Network Rail and London Rail).
- (d) LOROL is participating and contributing to the operational readiness programme for the East London Line. A part of this is the initiation of a driver recruitment campaign which has proved successful.
- (e) Successful implementation of the first major blockade (Willesden to Gospel Oak 11 weeks and Gospel Oak to Barking 4 weeks).

#### **3.4 Figures**

- (a) Operational performance measured by PPM (Public performance Measure<sup>1</sup>) : the PPM moving annual average improved from 91.01% (Silverlink period 8 2007/08) to 92.94% (LOROL period 8 2008/09), a 1.91 percentage points improvement.
- (b) Train cancellations decreased from a period average of 150 trains to 58 trains.
- (c) Ticketless travel which was about 15% before transfer had decreased to 5.4% at August 2008. The Concession Agreement target is 5%

Public Performance Measure (PPM) measures percentage of trains which have arrived at destination within 5 minutes of their booked arrival time.

- (d) The Customer Satisfaction Survey in Q2 2008/09 was 75, which was the best record achieved up to that time.
- (e) LOROL was performing above the Concession Agreement targets for TfL's Mystery Shopper Survey. At Q2 08/09 : NLL/WLL = 78; GOB = 74; DC = 75.

## **4 THE FUTURE**

### **4.1 Improvements** are expected to be seen in the following areas :

- (a) Provision of information to passengers, especially during disruption of services.
- (b) Station staff presence (management of station staffing).
- (c) Station environment (including policing effort).

### **4.2 Investment**

- (a) New rolling stock, CI 378 is to be introduced from April 2009. It will provide dramatic improvement in capacity as well as ambience and reliability.
- (b) Stations Phase 3 refurbishment:
  - (i) All stations to be completed within 3 years (Willesden and Kensington Olympia first); and
  - (ii) Systems (help points, Customer Information System, Public Address) within 2 years.
- (c) Southern franchise stations (10) transfer on 20 September 2009.
- (d) Stations Phase 4 remodelling:
  - (i) Top 4 locations : Hackney Central, Camden Road, West Hampstead, Gospel Oak.
- (e) East London Line re-opening.
- (f) Infrastructure works – North London Railway Infrastructure Project:
  - (i) 16 weeks engineering blockade (Dec 09 – Apr 10); and
  - (ii) Provides for doubling of frequency on WLL and 'core' NLR as well as extension of ELL to Highbury & Islington.
- (g) Completing the Network : extension from Surrey Quays to Clapham Junction. Announced by the Secretary of State on 12<sup>th</sup> February 2009 .

## **5 RECOMMENDATION**

### **5.1** The Panel is asked to NOTE this report.

## **6 CONTACT**

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**APPENDIX**



New staff uniforms and station branding



Legacy rolling stock branding



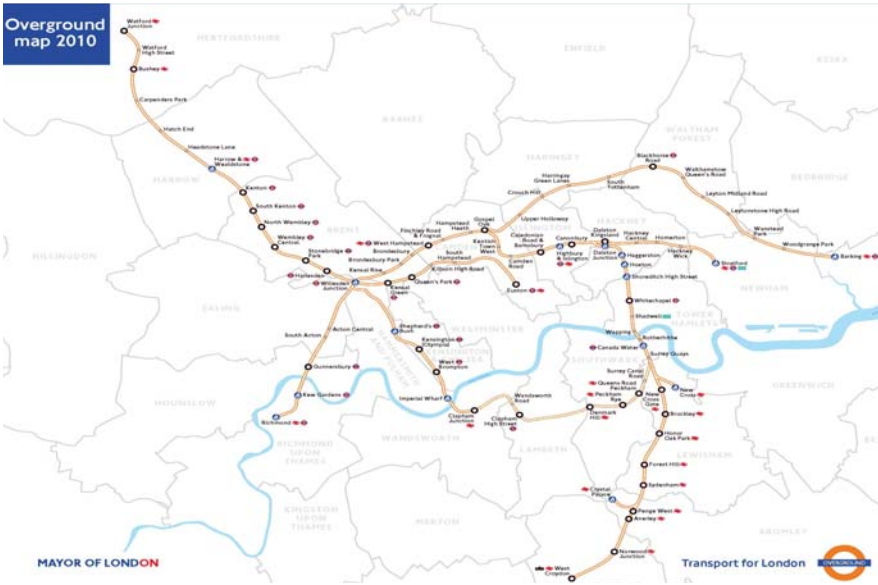
PAYG and ticketing



Class 378



Class 378 interior



Completing the Network



Phase 4 stations remodelling :

Hackney Central



Before



After



Before



After

East London Line :



New station Shoreditch High Street



New station Hoxton